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July 13, 2026

Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3P6

Attention: Lisa Wallace, Chief Clerk of the Board

Dear Ms. Wallace:

Re: M12845 NSPI Complaint – Malcolm Mills

We acknowledge receipt of your correspondence of June 29, 2026, in relation to the above noted matter. Upon review, we note for the NSEB's awareness that Mr. Mills is not a Demand Side Management customer.

EfficiencyOne appreciates that customers may not always be familiar with EfficiencyOne's programs and funding sources, particularly those which fall outside its regulated DSM mandate, when they turn to the NSEB for assistance. EfficiencyOne also appreciates that customers may at times be unfamiliar with the distinction between the relationship and programs offered by NS Power versus those offered by EfficiencyOne.

In reviewing this matter, EfficiencyOne confirms that Mr. Mills initiated an application for the provincially funded HomeWarming program in 2023 but did not complete or submit the application. At that time, Mr. Mills indicated that his primary heating source was non-electric. EfficiencyOne further confirms that it has no record of installing the heat pumps referenced in Mr. Mills's complaint to the NSEB, whether in 2023, 2024, or otherwise, through any program administered by EfficiencyOne, nor does EfficiencyOne have any record of correspondence between Mr. Mills and EfficiencyOne regarding the referenced heat pumps.

EfficiencyOne wishes to acknowledge the difficult circumstances described by Mr. Mills and takes concerns of this nature seriously. While the records above indicate that the heat pumps in question were not provided through an EfficiencyOne program, EfficiencyOne remains committed to the fair and respectful treatment of all Nova Scotians, including seniors, veterans,



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and persons living with disabilities, and would be pleased to assist Mr. Mills in understanding the programs for which he may be eligible.

Should the Board have any questions or concerns in relation to this matter, please do not hesitate to contact me.

Respectfully,

A handwritten signature in black ink that reads 'Gina Thompson'.

Gina Thompson
Senior Director, Regulatory Affairs
EfficiencyOne
GThompson@efficiencyns.ca